Cannon®
Gas Log Heaters

the fine art of heating

Cannon®

Inbuilt Heater Instruction Manual

Please read this manual before installing and using this heater.

Canterbury

Fitzroy

Distributor
This appliance is designed, manufactured and distributed by:
Sampford IXL
Tel: 1300 727 421

Please leave instruction manual with the owner

CONTENTS	PAGE
WARRANTY	2
SAFETY WARNINGS	3
OPERATION	4
OPTIONAL ACCESSORIES	5
INBUILT: FITZROY SPECIFICATIONS	6
INBUILT: CANTERBURY SPECIFICATIONS	7
FITZROY & CANTERBURY INBUILT INSTALLATION INSTRUCTIONS	8 – 9
FITZROY & CANTERBURY INBUILT FLUING OPTIONS	10
FITZROY INBUILT FASCIA REMOVAL	11
CANTERBURY INBUILT FASCIA REMOVAL	11
ELECTRICAL CONNECTION & SEALING THE FASCIA	12
LOG INSTALLATION & GAS CONNECTION	13
SETTING THE GAS PRESSURE	14
SERVICE INSTRUCTIONS	15 –16
WIRING DIAGRAM	17
TROUBLESHOOTING	18 – 19

WARRANTY

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product that consumers have under the Trade Practices Act and similar laws of the States and Territories.

We warrant this Cannon appliance to be free of defects in materials, workmanship and manufacturing to the original purchaser for 2 years, (10 years on the heat exchanger) from the date of original purchase. We will, at our option and subject to the terms of this warranty, repair or replace free of charge this Cannon appliance or any component part, which upon examination by us or our repair agent is found to be defective in materials, workmanship or manufacturing. However, this warranty does not cover any consumables (if any).

The purchaser must present the original purchase receipt to us when making any claim under this warranty.

This warranty will not apply if: (i) a compliance label or serial number (as the case may be) has been removed from the appliance or rendered illegible; (ii) the appliance has been subject to misuse, abuse, accident, incorrect installation or non-domestic use; (iii) the appliance has been modified, tampered with or repaired by a person other than our authorised repair agent; (iv) the appliance is re-installed/relocated during the warranty period.

The purchaser is responsible for all travelling expenses if the purchaser requests any repair be carried out at a place outside areas normally serviced by our repair agents.

Should you require service on this appliance, please contact our service department on 1300 727 421.

Enter the details of the date installed and the Compliance Certificate number in the appropriate area on the rear page of this manual.

DO NOT operate this appliance before reading the instruction booklet.

DO NOT place articles on or against this appliance.

DO NOT store chemicals or flammable materials, or spray aerosols near this appliance.

DO NOT operate with panels, covers or guards removed from this appliance.

Don't risk your appliance warranty.

Only a licensed person will give you a Compliance Certificate, showing that the work complies with all the relevant standards.

And only a licensed person will have insurance protecting their workmanship for 6 years.

So make sure you use a licensed person to install this appliance and ask for your Compliance Certificate to ensure the manufacturers appliance warranty will be honoured.

SAFETY WARNINGS

Please read this manual before installing and using the heater.

Safety Warnings

1. Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the sections of this manual for correct procedures, or consult with place of purchase, a licensed plumber, a gas supplier or the CANNON distributor listed in this manual.
2. Install the heater only in locations that are referred to in the installation instructions. Do not build the heater into bookcases, walls or enclosures (combustible materials) without the use of a Mock Fireplace kit.
3. Due to high temperatures the room heater should be located out of traffic and away from:
   Furniture and draperies
   Combustible materials
   Gasoline and other flammable liquids

   Do not place clothing or other flammable material on or near the heater.
4. Keep curtains*, clothes, furniture and other flammable materials at least 900mm from front and sides of heater.
   * At the owner's discretion curtain clearance can be less than 900mm as long as they are restrained from the front, top and sides of the heater.
   The manufacturer takes no responsibility if curtain clearance is less than 900mm and not restrained.
5. Children and adults should be alerted to the hazard of high surface temperature and should take care to avoid burns or clothing ignition.

   This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
6. Never attempt to burn paper or any other material in the heater.
7. **Do not** place articles on or against this appliance.

   Do not use or store flammable materials near this appliance.

   Do not spray aerosols in the vicinity of this appliance while it is in operation

   Do not modify this appliance.
8. If removed, the glass window must be put back onto the unit prior to operating the heater.
9. Installation and repairs should be performed by a licensed service person only, refer to back of brochure for service number.
10. For installation into a non-combustble fireplace, i.e masonry or brick or into a mock fireplace, i.e. timber or plasterboard, the chimney and base should be of sound construction and be free from cracks and holes (to ensure that sufficient flue draught can be generated).

Note: when installing into a mock fireplace a mock fireplace installation kit must be used. (Part No. MOCKKITUNI)

11. The heater must be properly installed in a working chimney or mock fireplace with flue. Operation of this heater, when not connected into a working chimney or a properly installed and maintained flueing system can result in carbon monoxide (CO) poisoning and possible death.
12. Testing the effectiveness of the flue: Before testing the flue confirm air vents are unobstructed. If an exhaust fan or other heating appliances are present switch them on. This is to test that there is no interaction between the Cannon heater and other appliances.

    Refer to Australian Standard Gas Installations AS 5601.
    For 'air movement not to affect appliance' see clause 5.3.1.
    For 'air supply to appliance' see clause 5.4.1.
    For 'ventilation requirements' see clause 5.4.3.
13. The appliance should be inspected prior to use, with regular inspections (annually) to be made by a licensed service person. It is important that circulating air passageways of the appliance be kept clean, dirt and lint free, for safe and efficient operation of the heater.
14. On first lighting your heater an odour may be emitted due to its new condition. This is quite normal and will disappear after a few hours use at the maximum control position.

Important: When this heater is operating the mesh guard/glass front is hot. The mesh guard, or glass front, is fitted to this appliance to reduce the risk of fire or injury from burns and no part of it should be permanently removed. For protection of young children or the infirm, a secondary guard is required.

This appliance meets the following standards:
Standards Australia
AS/NZS 3100
AS 5601
AS 4553:2008

OPERATION

Operating Instructions

Plug the power cord into the wall socket and turn on the power to the heater (**FIG 1**). Alternatively, switch on the isolation switch and circuit breaker at the main switch-board if the heater has fixed wiring. Refrain from using an extension cord.

User controls **FIG 2**.

When there is power available to the heater and it is in the OFF or Standby mode, a red LED located inside the ON/OFF button will flash twice and will extinguish after approximately 3 seconds and then repeat this cycle continuously.

To Turn the heater ON press the ON/OFF button once.

- The LED will illuminate and an audible beep will sound but there will be approximately 5 seconds delay before the ignition system commences. On success-ful ignition the heater will operate on Low Fire and Low Fan for approximately 3 minutes then will switch to selected setting (if already chosen, otherwise will switch to Medium settings automatically).
- The LED will extinguish approximately 30 seconds following the ignition startup.
- Select the desired heating level by pressing the LOW, MEDIUM or HIGH button once as required.
- LOW is LOW heat and LOW speed fan. High is High heat and High speed fan.
- To turn the heater OFF press the ON/OFF button once. An audible beep will sound twice to indicate the heater is off. The burner will extinguish but the fan will continue to operate for approximately 3 minutes. Remember that the fan will continue to operate for approximately 3 minutes after the OFF button has been pressed but you can turn the heater ON again without having to wait for the fan to stop operating.
- If the ignition system fails to ignite or keep the burner alight, the system will beep 4 times and go into safe shutdown mode. It will beep 4 times every 30 seconds to alert you to the fact. Press the ON/OFF button once to restart the heater during this time. Wait at least 20 seconds before attempting to turn the heater on.
- If there is an interruption to the power supply the heater will fail safely and switch off. When the power supply has been restored adopt the 20 seconds waiting rule before turning the heater ON.

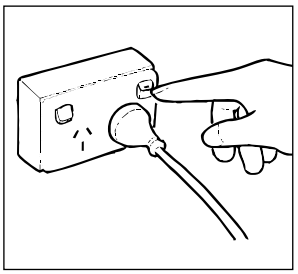


FIG 1

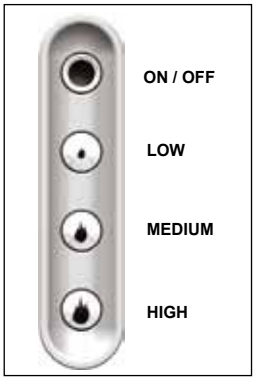


FIG 2

Cleaning

All cleaning should be carried out when the heater is cold. Normally the heater should only need wiping with a lint-free damp cloth. Any stubborn stains can be removed with a nonabrasive spray on cleaner. If an abrasive cleaner is used the paint finish will be damaged.

For heaters fitted with the glass front: All cleaning should be carried out when the heater is cold. Clean the outer glass with a mild liquid or spray on glass cleaner. Do not use harsh abrasive cleaners or sharp metal scrapers to clean the heater glass front since they can scratch the surface, which may result in shattering of the glass.

Internally the heater should only be cleaned by an authorised service person.
If your heater requires attention contact your supplier or an authorised service person.

Flame Characteristics

The heater flame should be stable, not lifting from the burner. The logs should glow after approximately 15 minutes operation on HIGH setting.

The heater is a fuel effect unit and is designed to operate with luminous flames and may exhibit slight carbon deposit on the logs. If there is any excess carbon build-up on logs, or the burner flame is unstable, contact Sampford IXL in your state.

Important

The appliance should be inspected before use and at least annually by an authorised service person. More frequent cleaning may be required due to excessive lint build-up from carpeting, bedding materials, pet hair, etc.

It is imperative that control compartments, burners and circulating air passage ways of the appliance be kept clean.

Do not use this fire if the glass is cracked or with the safety screen removed.

Do not use fire with broken or missing logs.

OPTIONAL ACCESSORIES

Versatility and flexibility are key components of our installation options. If installed into a shallow recess or an existing fireplace, elegant spacers will eliminate any size discrepancies. To enhance your Cannon's appearance add a decorative 3 or 4 sided surround.

Every Cannon heater brings you the optional convenience of being controlled via a remote thermostat.

For added convenience the heater can now be connected to a home automation system, such as C-bus. This allows the heater to be turned on or off remotely (low heat setting only). Speak to your home automation specialist for further information.

Spacer kit

Fitzroy glass kit

3 sided surround kit

Fitzroy freestanding kit

Console kit

Mock fireplace kit

4 sided surround kit

Canterbury mesh guard

Remote thermostat

Product codes

- 50 mm spacer kit
  CANT model BSPACERE-B
  FITZ Black BSPACERX-B
  FITZ Platinum BSPACERX-P
- FITZ Glass kit: FITZDGKITX-B
- 3 sided surround kit:
  CANT model
  CANTSURROUND3SX-B (black)
  CANTSURROUND3SX-S (S/Steel)
  FITZ models
  FITZSURROUND3SX-B (black)
  FITZSURROUND3SX-P (platinum)
  FITZSURROUND3SX-S (S/Steel)
- Fitzroy freestanding kit:
  FITZFSKITX-B
- Console Kit:
  Fitzroy console kit:
  CONSFITZX-B (black)
  CONSFITZX-P (platinum)
  Canterbury console kit:
  CONSCANT-B (black)
- Mock fireplace kit
  (all open flue inbuilts):
  MOCKKITUNI
- 4 sided surround:
  SURROUND4SX-B (black)
  SURROUND4SX-P (platinum)
  SURROUND4SX-S (stainless steel)
- Canterbury mesh kit: CANTIBMG-B
- Remote Thermostat: RTKIT

INBUILT: FITZROY SPECIFICATIONS

Cannon Fitzroy Inbuilt

Gas type	Natural or Propane gas, as indicated on data label
Gas consumption	26.0 MJ/hr
Energy output	5.98 kW / 21.45 MJ/hr
Energy star rating	4.05 stars
Heater type	Gas space heater approved to AS 4553:2008
Operating pressure (at burner high setting)	Natural gas 0.75 kPa Propane gas 2.65 kPa
Gas regulator	Integral part of controller
Min. inlet pressure	1.13 kPa (NG) 2.75 kPa (Propane)
Fan	3 speed
Ignition	Electronic direct spark
Power requirement	240 VAC 10 Amp
Power consumption	90 VA maximum
Minimum cavity dimensions	Height 605 mm* Width 700 mm* Depth 405 mm*
Optional accessories	• Glass front • Remote thermostat • Spacer kit • 3 sided surround • 4 sided surround • Console kit
Overall dimensions	Refer to **FIG 3**

*For installation into a non-combustible fireplace, ie: masonry or brick

Please Note:
- When installing into a mock fireplace a mock fireplace installation kit must be used.
- The data label is located in the fan chamber. Access by removing fascia.

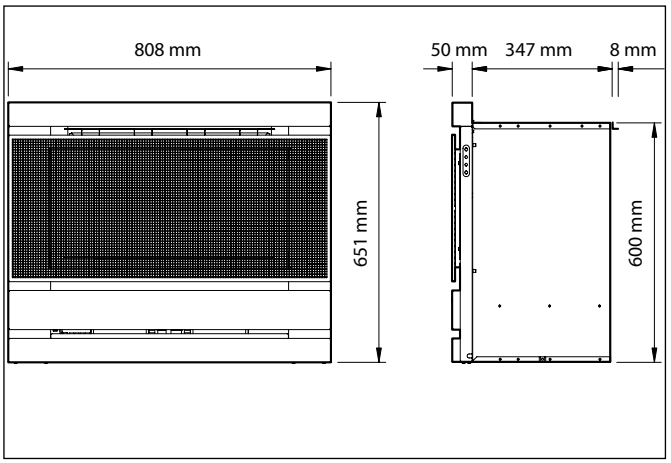


FIG 3 Front View and Side View

INBUILT: CANTERBURY SPECIFICATIONS

Cannon Canterbury Inbuilt

Gas type	Natural or Propane gas, as indicated on data label
Gas consumption	26 MJ/hr input
Energy output	5.98 kW / 21.45 MJ/hr
Energy star rating	4.05 stars
Heater type	Gas space heater approved to AS4553:2008
Operating pressure (at burner high setting)	Natural gas: 0.75 kPa Propane gas 2.65 kPa
Gas regulator	Integral part of controller
Min. inlet pressure	1.13 kPa (NG) 2.75 kPa (Propane)
Fan	3 speed
Ignition	Electronic direct spark
Power requirement	240 VAC 10 Amp
Power consumption	90 VA maximum
Minimum cavity dimensions	Height 605mm* Width 700mm Depth 385mm
Optional accessories	• Safety mesh guard • Remote thermostat • Spacer kit • 3 sided surround • 4 sided surround • Console kit
Overall dimensions	Refer to **FIG 4**

*For installation into a non-combustible fireplace, ie: masonry or brick.

Please Note:
- When installing into a mock fireplace a mock fireplace installation kit must be used.
- The data label is located in the fan chamber. Access by removing fascia.

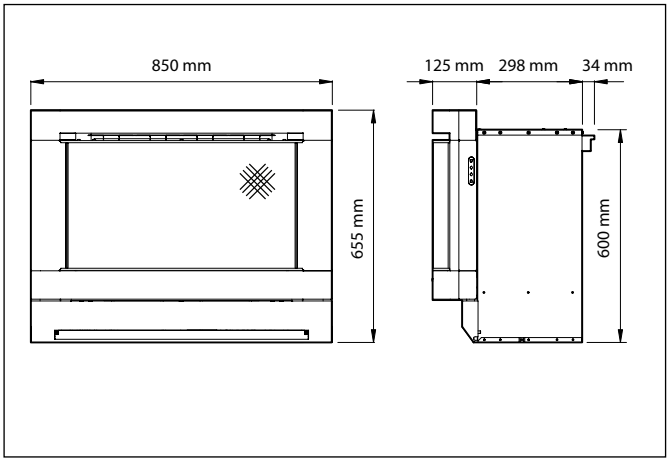


FIG 4 Front View and Side View

FITZROY & CANTERBURY INBUILT INSTALLATION INSTRUCTIONS

Overview

1. This appliance is to be installed by an authorised service person only.
2. This appliance shall be installed in accordance with the manufacturer's installation instructions, local gas fitting regulations, municipal building codes, electrical wiring regulations, and AS5601 the Australian Standard for gas installations.
3. Remove the heater from the carton and remove the four transit screws. Check that the heater is suitable for the gas available. Refer to the data label located within the fan chamber (Bottom most area with fascia removed). (Please dispose of packaging appropriately, keep away from children).

Installation Tips

Test the operation of the chimney before installing the new heater.

CANNON heaters are high efficiency products with low flue gas temperatures (typically 100°C) so if you are replacing an older type radiant heater with a much higher flue gas temperature (150°C or higher) make sure of the integrity of the fireplace and chimney before installing the new CANNON log fire.

A solid, levelled and smooth base is required (fill gaps with fibreglass insulation if necessary).

Avoid installing into large volume fireplaces and chimneys and not fitting a flue.

We recommend cleaning or sweeping the chimney and fireplace before the installation of the heater commences.

There must be a good seal around the heater, gas piping and electrical cable rear entry to stop any leakage of combustion products. Do not use adhesives or silicone sealant, the heater must be able to be easily removed if necessary.

Install a chimney plate and cowl to the chimney opening using weatherproof mortar to common building practice.

Remove any curved fire wall that slopes too far forward to the fireplace opening as it causes restriction to the flue path above the heater flue outlet. Refer **FIG 7** & **FIG 8**.

Make sure that the heater is fully commissioned and be certain to conduct a test of the integrity of the flue operation, taking into account any influences created by range hoods, exhaust fans, central heating, etc.

To avoid any unnecessary delays and inconvenience to your customer please contact our Technical Services Department on 1300 727 421 if the installation is unusual or you have concerns with the installation and/or heater operation before the installation commences.

Any service requests resulting from incorrect installations are not covered by our warranty conditions and these calls will result in charges, usually to the end user, so please ensure that the installation and commissioning has been satisfactorily carried out before calling for any warranty service.

Please make sure that your customer is fully instructed on how to operate the heater.

Clearances

For minimum clearances refer **FIG 5** and **FIG 6**.

A clearance of 50 mm must be maintained between the cabinet and the rear wall of the fireplace.

Ensure the minimum clearances to combustible materials are maintained during installation, including adequate space for the proper operation and servicing of the heater. For clearances to furniture and curtains refer to warning on page 3 (Safety Warnings)

Note: Ensure that the combustion air opening under the heater is not obstructed.

The clearance is required for correct fluing of the appliance. If the clearance is less than 50mm a spacer kit must be fitted. The spacer can be ordered from the Cannon distributor.

Installation Into A Masonry/Brick Or Mock Fireplace

Both models FITZIB & CANTIB can be installed into a masonry/brick fireplace or a mock fireplace. If installing into a mock fireplace a mock fireplace installation kit MUST be used. The mock fireplace kit can be ordered from the CANNON distributor. Order specification for the part is 'MOCKKITUNI'.

For installation into a masonry or brick fireplace WITH a flue connection, refer **FIG 9**. For installation WITHOUT refer **FIG 7** & **FIG 8**. After installation of the heater, test the flue to confirm air vents are unobstructed. If an exhaust fan or other heating/ventilation appliances are present, switch them on. This is to test and ensure that there is no interaction between the Cannon heater and other appliances.

Refer to Australian Standard Gas Installations AS 5601:
For 'air movement not to affect appliance' see clause 5.3.1.
For 'air supply to appliance' see clause 5.4.1.
For 'ventilation requirements' see clause 5.4.3.

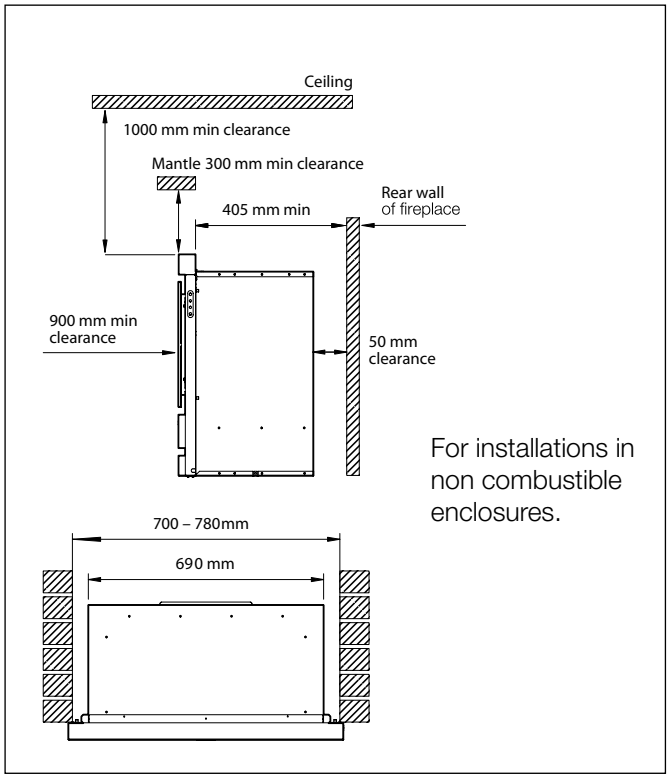


FIG 5 FITZIB-SMENB/FITZIB-SMEXB/FITZIB-SMEXP

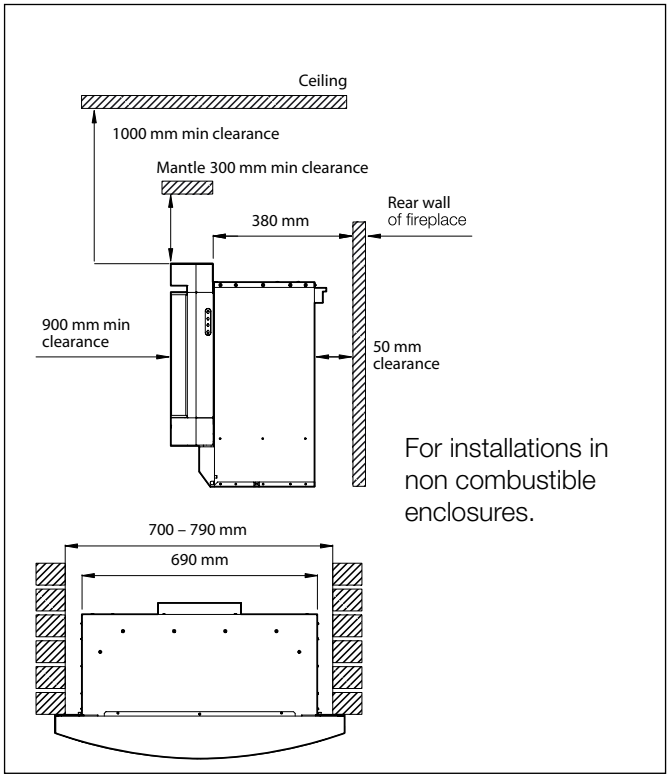


FIG 6 CANTIB-SDEEB

Mock Fireplace Opening (Combustible materials)*				
	Fitzroy Inbuilt		Canterbury Inbuilt	
	Max	Min	Max	Min
Height	650 mm	630 mm	654 mm	630 mm
Width	780 mm	731 mm	790 mm	731 mm
Depth	600 mm	520 mm**	550 mm	470 mm**

*If you have larger opening than the maximum height indicated, a surround kit is recommended. **Includes 50mm clearance between flue spigot and rear wall

FITZROY & CANTERBURY INBUILT FLUEING OPTIONS

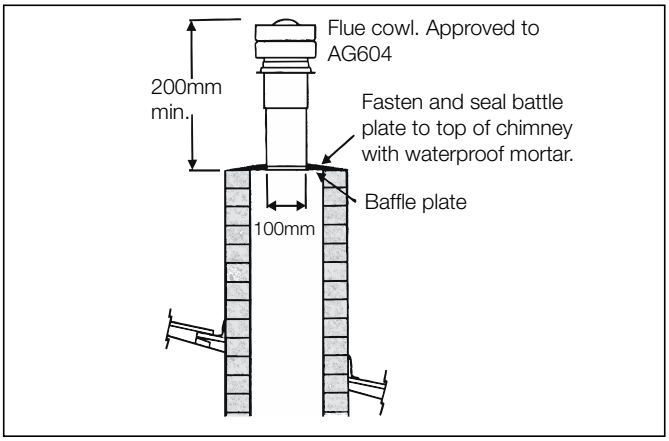

Flue cowl. Approved to AG604
200mm min.
Fasten and seal battle plate to top of chimney with waterproof mortar.
Baffle plate
100mm

FIG 7

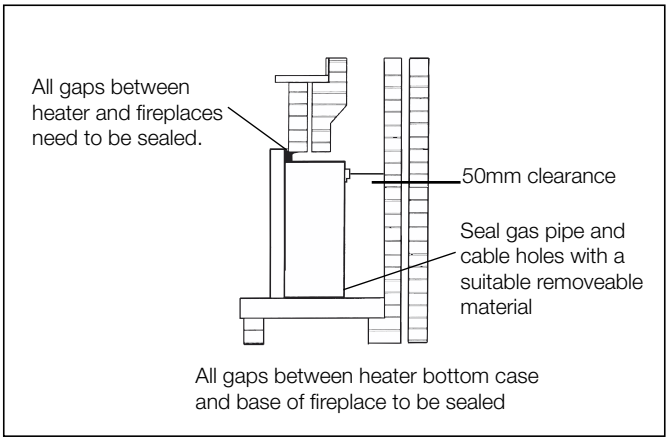
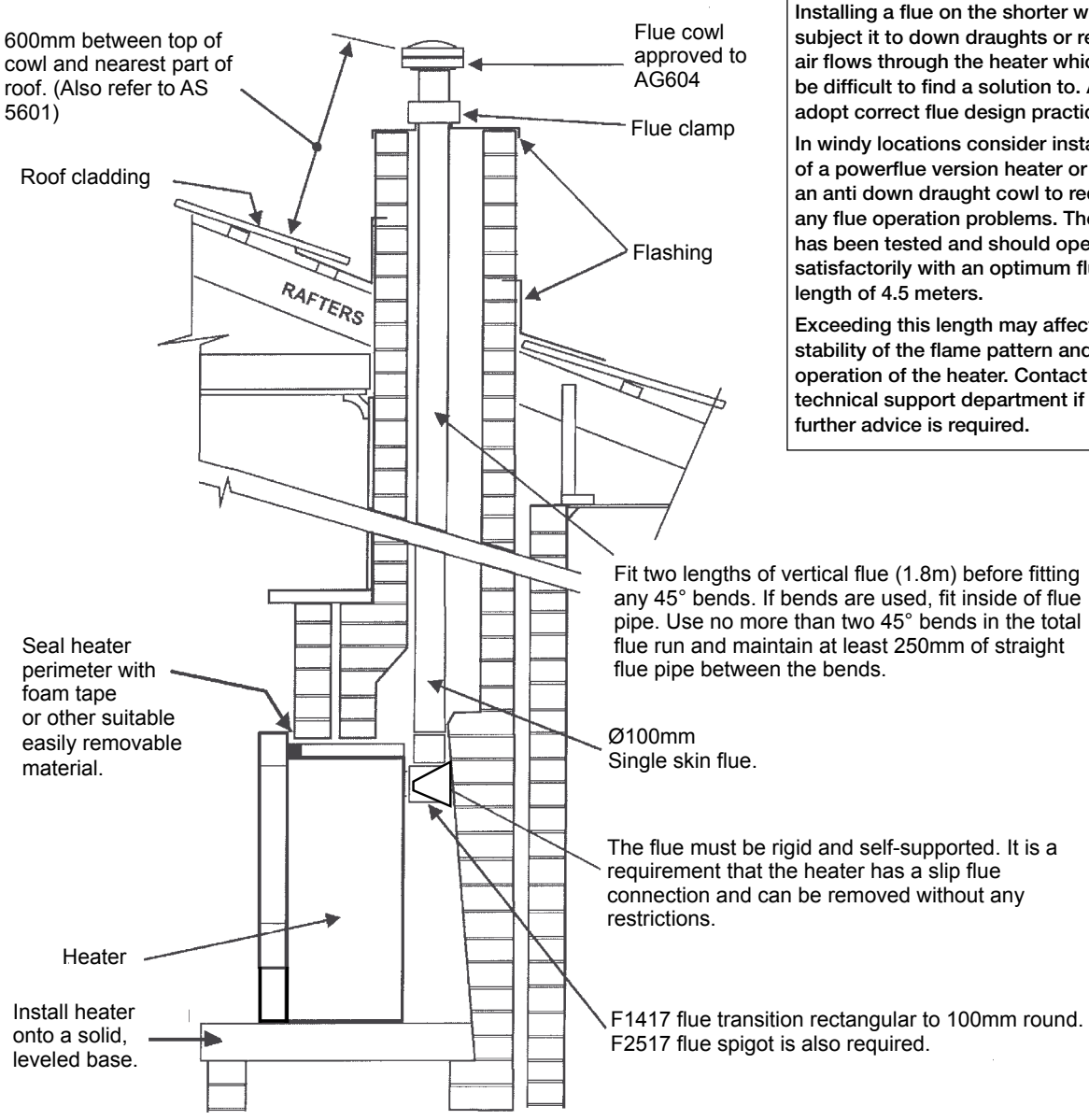

All gaps between heater and fireplaces need to be sealed.
50mm clearance
Seal gas pipe and cable holes with a suitable removeable material
All gaps between heater bottom case and base of fireplace to be sealed

FIG 8

For non-combustible installation


600mm between top of cowl and nearest part of roof. (Also refer to AS 5601)
Flue cowl approved to AG604
Flue clamp
Roof cladding
Flashing
RAFTERS
Fit two lengths of vertical flue (1.8m) before fitting any 45° bends. If bends are used, fit inside of flue pipe. Use no more than two 45° bends in the total flue run and maintain at least 250mm of straight flue pipe between the bends.
Seal heater perimeter with foam tape or other suitable easily removable material.
Ø100mm Single skin flue.
The flue must be rigid and self-supported. It is a requirement that the heater has a slip flue connection and can be removed without any restrictions.
Heater
Install heater onto a solid, leveled base.
F1417 flue transition rectangular to 100mm round. F2517 flue spigot is also required.

Be careful!

Installing a flue on the shorter wall may subject it to down draughts or reverse air flows through the heater which can be difficult to find a solution to. Always adopt correct flue design practices.

In windy locations consider installation of a powerflue version heater or at least an anti down draught cowl to reduce any flue operation problems. The heater has been tested and should operate satisfactorily with an optimum flue length of 4.5 meters.

Exceeding this length may affect the stability of the flame pattern and the operation of the heater. Contact our technical support department if any further advice is required.

FIG 9

FITZROY INBUILT FASCIA REMOVAL

1. Remove the wire mesh grille by gently lifting it upwards and then outwards. Similarly remove a fitted glass kit by also gently lifting it upwards and then outwards.
2. Remove 4 M5 screws fixing the fascia assembly to the heater body. Bring the bottom of the fascia towards you gently to partly disengage it from the body of the heater. After it has been disengaged gently lift it up vertically to completely disengage it from the body of the heater. Refer **FIG 10** & **FIG11**.

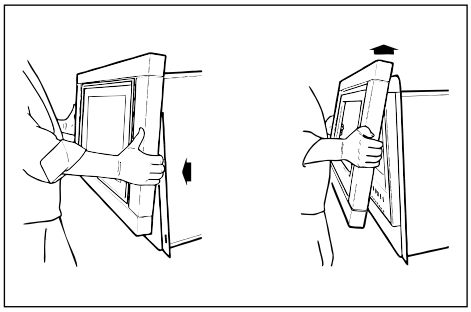


FIG 10

Inner Glass Removal For Both FITZIB & CANTIB

To remove the inner glass loosen off all the clamp screws and completely remove the one vertical side.
Try not to touch the front surface of the glass. To avoid finger marks use suitable cloth. Remove the glass by sliding the glass sideways out of the clamp and then lifting out from the bottom. Place the glass in a safe position for refit later.

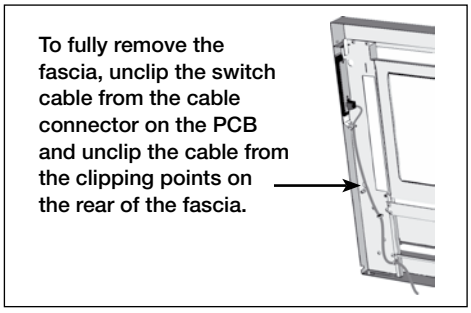

To fully remove the fascia, unclip the switch cable from the cable connector on the PCB and unclip the cable from the clipping points on the rear of the fascia.

FIG 11

CANTERBURY INBUILT FASCIA REMOVAL

1. To remove the inner fascia assembly undo two screws in the upper flange as indicated in **FIG 12**. Remove the inner fascia assembly by holding the glass surround and firmly pull it towards you. Refer **FIG 13**.
2. Remove the lower front cover by unscrewing two M5 screws through the air intake slots. Refer **FIG 14** unit is fitted with electronic swtiches ensure that the cable cannot be trapped when the heater is installed.
3. To remove the front heater surround undo two screws (one either side) from the bottom flange of the front panel as indicated in **FIG 15**.
4. Remove the surround by pulling the lower section towards you gently to partly disengage it from the body of the heater, then gently lift it vertically to completely disengage it. Refer **FIG 16**.
5. To fully remove the fascia, unclip the switch cable from the PCB connector and unclip the cable from the clipping points. The cable is routed through a plastic grommet which will have to be removed from the base plate. Refer **FIG 17**.

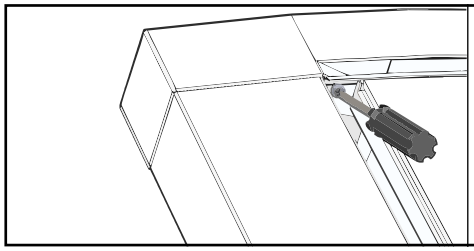


FIG 12

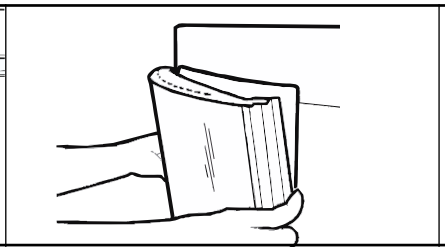


FIG 13

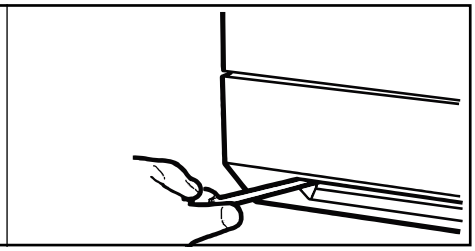


FIG 14

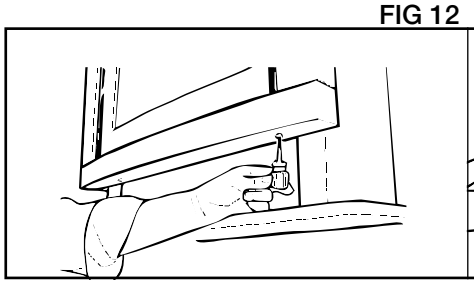


FIG 15

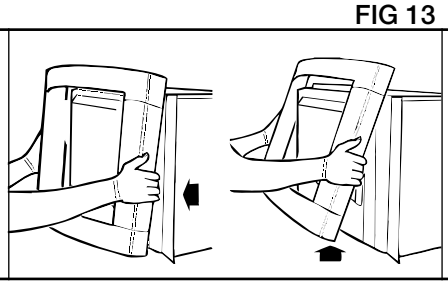


FIG 16

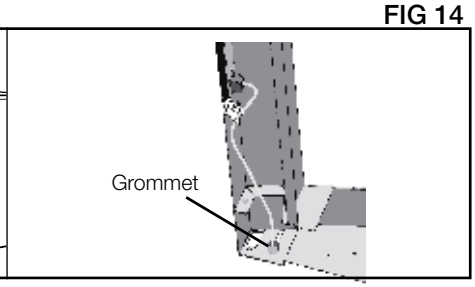


FIG 17

ELECTRICAL CONNECTION

Electrical Connection

This appliance is designed to operate on 240V AC power supply. Failure to operate unit at correct supply voltage may create unsafe conditions.

The heater is supplied with a flexible power cord with a plug fitted. A 10 Amp power point (socket) must be located within 1.5m of the heater. For installations where the power point is located outside of the enclosure, locate the power cord in the fascia cut out on the left or right hand side as required.

For a power supply connection located inside the enclosure run the power cord through the cord access located on the rear panel by pushing the cord access plate from the bottom. The rubber grommet that is fitted over the cord must be located correctly in the cut out of the cord access plate. Refer **FIG 18**.

Restore the cord access plate to the original position and seal with an appropriate removable material, this is especially important when the installation is in a chimney with no flue fitted to eliminate the possibility of any leakage of flue products into the room. **A suitable double pole isolation switch must be installed externally for servicing or emergency shut down of the heater.**

All fixed wiring must be installed by a suitably qualified person and comply to the appropriate electrical wiring rules and gas installation standards.

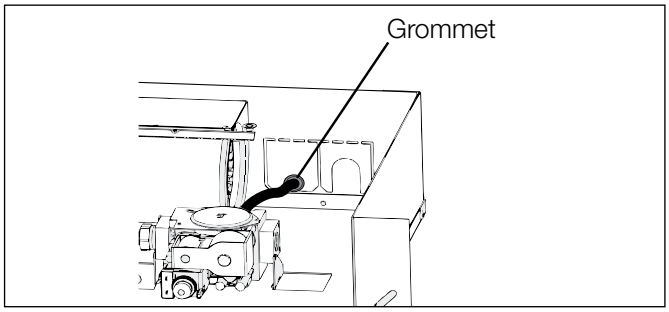


FIG 18

SEALING THE FASCIA

All gaps between heater case and fireplace are to be sealed. Seal with foam tape around top and sides of heater flange as required. (Do not apply sealing product to fascia). Seal with fibreglass between bottom of heater case and base of fireplace.
Refer **FIG 19**.

DO NOT SEAL WITH SILICON

If using a spacer to compensate for lack of chimney depth ensure the tape is placed on the outer rim of the spacer flange. Refer **FIG 20**.

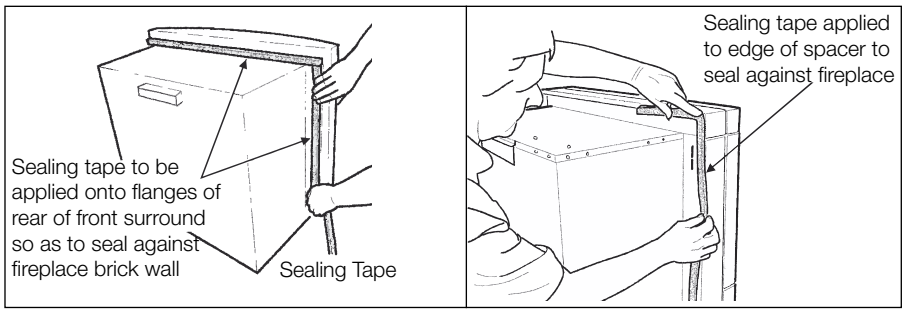

Sealing tape to be applied onto flanges of rear of front surround so as to seal against fireplace brick wall
Sealing Tape

FIG 19

FIG 20

LOG INSTALLATION

1. The burner is contained within the burner chamber. Refer **FIG 21**.
2. Carefully unpack the log set. Logs are numbered as follows:
   #1 - Left front log
   #2 - Left back log
   #3 - Right front log
   #4 - Right back log

Position the four individually numbered logs in the following order on the burner bed as shown in **FIG 22-25**. The male locating pins on burner bed must engage with corresponding holes in the individual logs.

a) Place log #1 into the 2 front left pins on the burner bed, ensuring that the charring faces the front. Refer **FIG 22**.

b) Place log #2 onto the 2 left back pins. Refer **FIG 23**.

c) Place log #3 on single right front pin, ensure fork locates over log #2. Refer **FIG 24**.

d) Place log #4 on single right back pin, ensure left side of log rests on depression in #3 log. Refer **FIG 25**.

3. Refit the inner glass, making sure not to over tighten the screws.
4. Reconnect switch loom to the fascia switch set.
5. Replace the fascia.

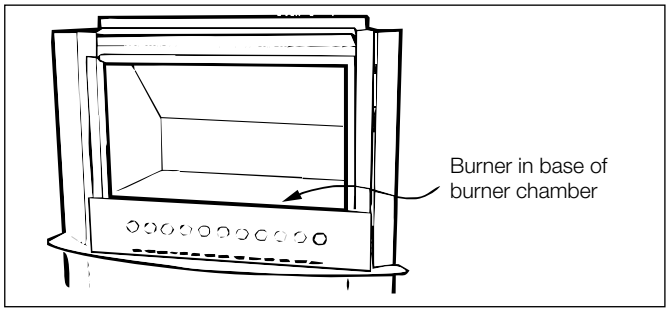


FIG 21

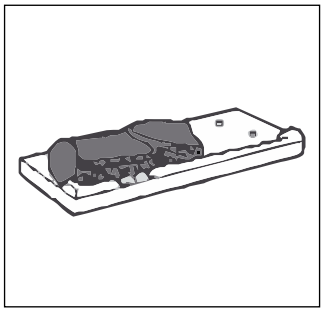


FIG 22

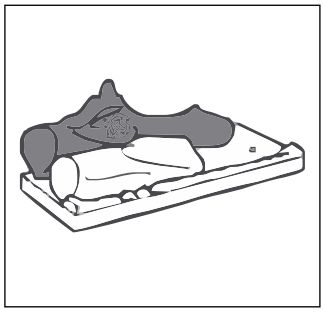


FIG 23

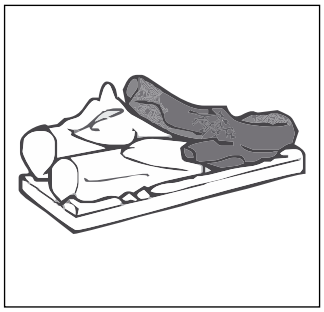


FIG 24

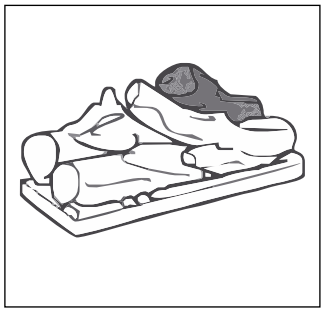


FIG 25

GAS CONNECTION

1. Push the gas inlet access plate into the heater cabinet and slide the heater into the fireplace ensuring that the gas inlet pipe is fed through the hole located at the rear right hand side of the heater at the bottom. Refer **FIG 26**.
2. With heater in position, flanges should be hard against masonry. Secure case flanges to the masonry. Screw or bolt the flange through the slots provided.
3. Connect the gas supply pipe to the copper compression fitting provided (we recommend using a basin wrench). Push the gas inlet plate down to its original position and seal with an appropriate easily removable material. Do not seal with a silicone sealant as the heater must be easily removable. Sealing is important as it prevents any leakage of flue products into the room. Test all connections for gas leaks.

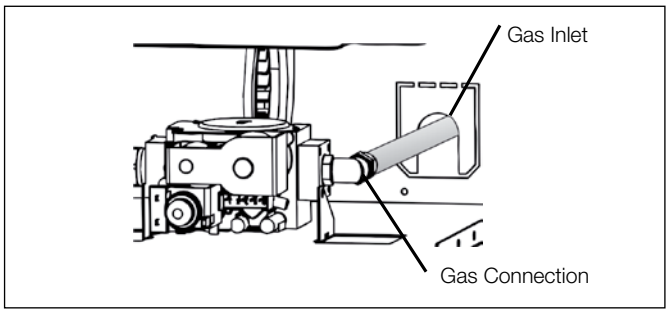


FIG 26

SETTING THE GAS PRESSURE

1. Gas valve layout is as indicated in **FIG 27**. Pressures for 'Burner high flame' and 'Burner low flame' are factory set, however if pressures need to be checked or adjusted follow the procedures described below. To check outlet pressure at burner 'high flame' and 'low flame' positions remove the plastic cap from the regulatior adjustment location as indicated in **FIG 28**.
2. The pressure point is closed with a captive screw. Turn screw 6 revolutions anticlockwise to open the pressure point as indicated on **FIG 29 (a)** and place manometer tube over the test point as per **FIG 30 (b)**.
3. Switch the control buttons to 'High flame' position. Wait for heater to switch to 'High' setting (time delay on start up). Retain screwdriver in position and using a spanner adjust the outer nut on the control to give a pressure reading of 0.75 kPa for Natural Gas and 2.65 kPa for LPG. **(Turn clockwise to increase pressure and anticlockwise to decrease pressure)**. Refer **FIG 30**.
4. Switch the control buttons to 'Low flame' position. Retain spanner in position and using a screwdriver adjust the central screw control to give a pressure reading of 0.4 kPa for Natural Gas and 1.1 kPa for LPG. **(Turn clockwise to increase pressure and anticlockwise to decrease pressure)**. Refer **FIG 31**.
5. Remove spanner and screwdriver. Switch from high to low to ensure settings are correct.
6. Switch heater off and remove the manometer tube. Tighten pressure test point by turning the captive screw fully clockwise.
7. Replace plastic cap. Ensure the little lug is positioned towards lower right hand side to clear the controls.
8. Refit the fascia, making sure not to damage the power cord or switch cable.
9. Operate the heater on HIGH, MEDIUM and LOW settings. The flame should be stable, no lifting from the burner and the logs should glow after approximately 15 minutes of operation on HIGH setting.

If the flame is unstable:

- Check that the burner is located correctly.
- Check that the glass front is located correctly and is against the sealing rope.
- Check that the gas pressure is correctly adjusted
- Check that flue is operating correctly

If the heater still does not operate to specification refer to the troubleshooting chart on page 19, or contact Sampford IXL in your state.

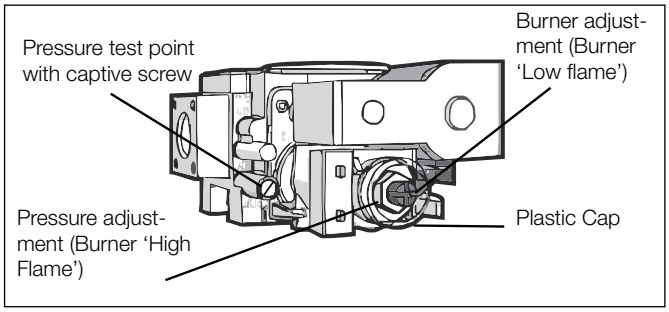

Pressure test point with captive screw
Burner adjust-ment (Burner 'Low flame')
Pressure adjust-ment (Burner 'High Flame')
Plastic Cap

FIG 27

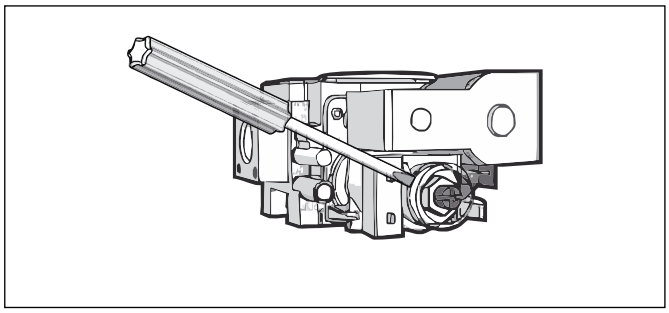


FIG 28

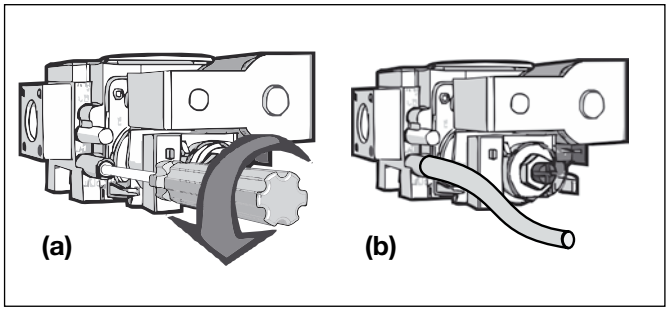


FIG 29

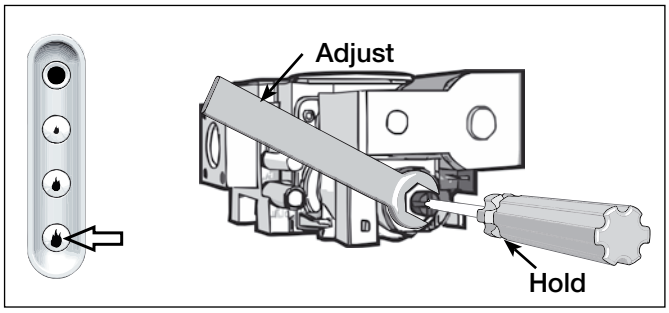


FIG 30

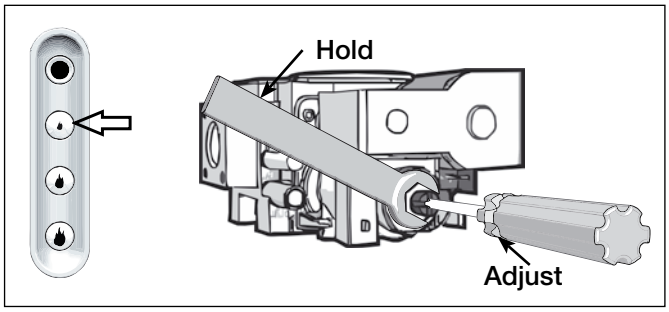


FIG 31

General

1. Service work to be carried out by an authorised service person only.
2. Unplug from wall socket or turn off power at isolation switch if heater is hard wired.
3. Always shut off the gas supply and ensure that the heater is cool before commencing any service operations.
4. Always check for gas soundness after servicing.

To Replace The Inner Glass

Refer page 11 of the installation instructions.
Fit the new glass.

Note: Ensure the inside surface of the glass is clean and free from finger marks.

To Replace The Gas Valve

1. Remove the fascia.
2. Unplug the cables from the gas control and disconnect the earth connection.
3. Disconnect the gas inlet (½" compression nut) connection at entry gas control and the 16mm nut at the outlet of the gas control.
4. Remove the three screws from the cradle retaining the gas control.
5. Remove gas control valve from heater.
6. Replace gas control and check for gas tightness.

Note: check the gas pressure on high and low burner settings. Refer "gas control", page 14.

To Replace The Ignition Module (Device)

1. Unplug wire connectors from ignition module.
2. Remove module mounting bracket by removing mounting screw.
3. Using pliers bend tabs so that module can come away from the mounting bracket.
4. Replace ignition module and ensure that all wires are reconnected correctly.

To Replace The Room Circulation Fan

1. Remove the fascia. Refer page 11 of the installation instructions.
2. Remove the front screw retaining the bracket mounting the gas and fan controller (white box). Move the bracket and controls to the front of the heater.
3. Disconnect the fan plug from the plug carrier. Remove the two M5 wing nuts which locate the fan to the fan chamber underside. Lower fan from male thread.
4. Disconnect the silicone tubes from the fan pressure switch. Remove fan from fan chamber.
5. Remove the venturi and bracket from the fan removed from the heater. Insert and secure the venturi and bracket on replacement fan. Note "TOP" should point to air outlet of fan.
6. Insert fan into chamber ensuring that the venturi is not disturbed. Locate fan onto male thread. Secure with M5 wing nuts, ensuring rubber buffer locates over thread.
7. Replace silicone tubes onto fan pressure switch ensuring that the black tube is connected to the black side of the pressure switch. Check to make sure that the tubes are not kinked or pinched.
8. Reconnect fan plug into plug carrier. Test operation of room circulation fan and fan pressure switch. If heater fails to light even when fan is spinning refer to fault codes on page 18.

To Replace Fan Pressure Switch

1. Remove the fascia. Refer page 11 of the installation instructions.
2. Remove the screw retaining the bracket mounting the gas and fan controller (white box). Move the bracket and controls to the front of the heater.
3. Remove the connecting wiring from the pressure switch.
4. Remove the silicone tubes from the pressure switch.
5. The pressure switch is secured onto the rear of the fan chamber housing by two M5 screws.
6. Replace the pressure switch. For wiring, one wire to "C" (common) and the other connect to "NO" (Normally open). Polarity not important.
7. Re-attach silicone tubes making sure that the black tube attaches to the black side of the pressure switch. Make sure that the tubes are not pinched or kinked.
8. Test operation of fan pressure switch - turn heater on low heat. If heater fails to light even when fan is spinning refer to fault codes on page 18.

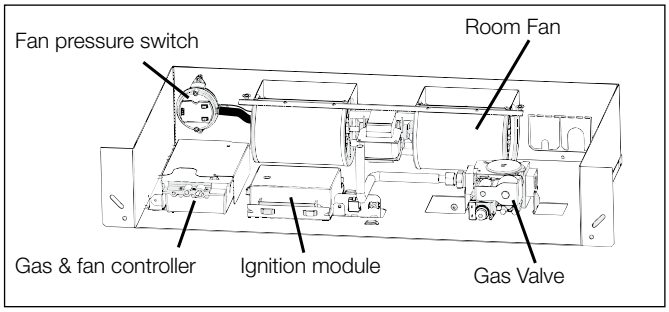


FIG 32

To Replace The Gas And Fan Controller

1. Remove the fascia. Refer to page 11 of the installation booklet
2. Disconnect the plugs on box.
3. Remove the screw retaining the bracket
4. Replace the control box
5. Check and re-set gas pressures.

To Replace The Burner And Spark/Sense Electrodes

1. Remove the logs from the burner chamber.
2. Remove the burner chamber front inspection panel, 4 screws.
3. Disconnect the 16mm nut at the inlet of the injector.
4. Disconnect the spark and sense electrodes from the ignition module.
5. Remove the burner fixing brackets (2) from the Left and Right hand side of the burner. Lift the burner assembly upward and carefully remove from the burner chamber.
6. Replace in reverse order, checking correct location of spark/sense electrodes. Spark gap between electrode and spark plate is 6 - 8 mm. Check for gas tightness. For log placement refer page 13 of this manual.

To Replace Type "X"Cord

Contact Sampford IXL service department.

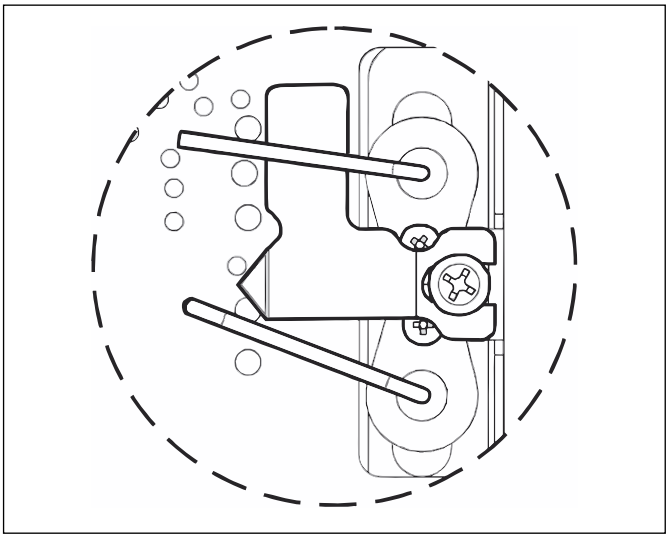


FIG 33

WIRING DIAGRAM

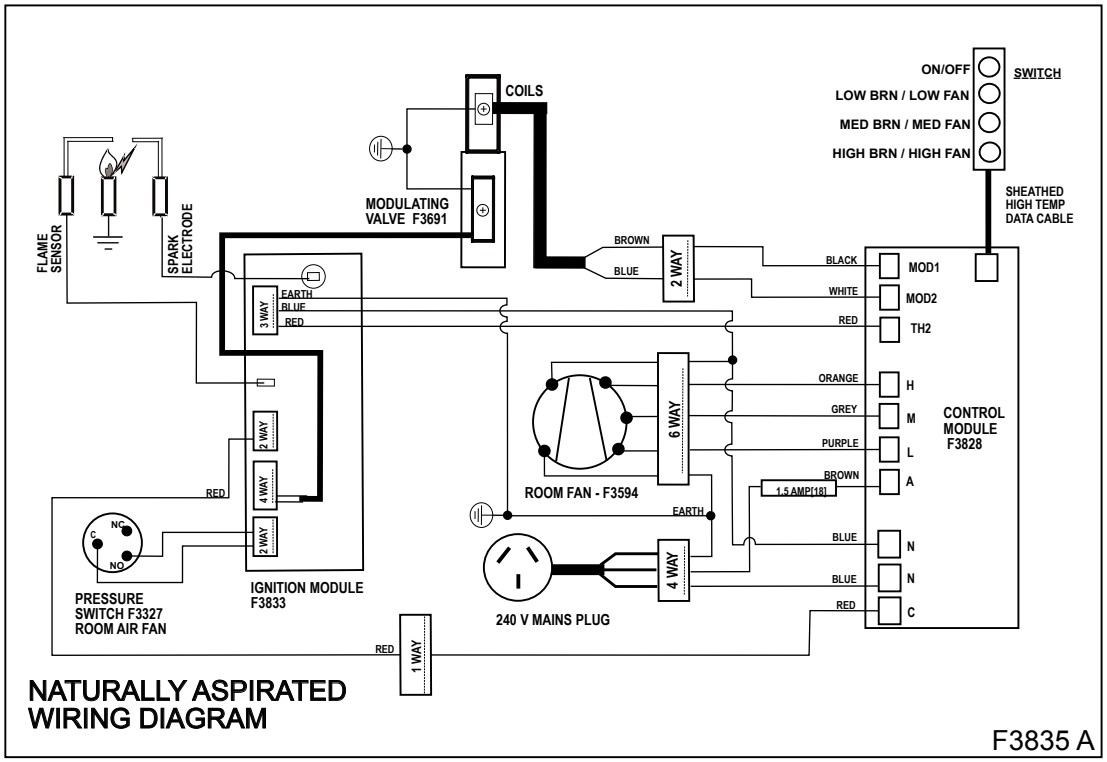


FIG 34

TROUBLESHOOTING

To check the operation of the heater's electrical system you will require a digital multimeter with the functions to measure ac/dc voltage, continuity, resistance and micro-amps.

Please refer to page 19 for a detailed trouble shooting table for **Fitzroy** and **Canterbury Inbuilt** heaters.

It is critical that the appliance is earthed and that the active and neutral are not reversed.

Cannon Fitzroy and Canterbury Inbuilt

There is a green and red LED on the ignition controller. These LEDs act as diagnostic aids when the heater safety systems produce a safe shutdown condition.

Green LED: this is on when the flame is sensed at the flame sensor electrode.

Red LED: this flashes according to the fault code.

No LEDs means there is no power to the ignition module. Check that the heater switch is set to ON by pressing the ON/OFF button. Check the supply voltage. Check the 1.5 Amp fuse, replace if necessary. It is critical that the appliance is earthed and that the active and neutral are not reversed. Do not use an extension cord. This appliance is designed to operate at 240V AC. Substantial voltage dips, or running the unit at voltages substantially lower than 240V AC may cause nuisance shutdowns. If there is still a problem check the power supply plug from the white box with a multimeter (240V AC). If there is no power from this plug when the heater should be on, replace the white box. Remember to re-test the gas pressures any time that the white box is changed. It is recommended that any callout to a customer's home should prompt the checking and resetting of the gas pressures.

Fault Codes

Long	Short	Morse Code	Meaning	Action
1	0	—	Normal operation	
2	1	——•	Heater has attempted to light, however it did not sense flame within the allowed time.	Check the gas supply to the unit is not switched off. Check the gas pressures. Check the flame and spark electrode connections and that they are positioned correctly. Ensure that the spark is being produced at the spark electrode tip, and is strong (clearly visible and around 6-8mm in length). Adjust if necessary. The burner tray is earthed through contact with the chassis. Check using a multimeter between the earth pin (or earth tab) and the burner tray. If the unit continues to spark after flame is present, ensure that the supply voltage polarity is not reversed.
2	2	——••	Flame was established, however the flame electrode has sensed that the flame has become unstable and has shutdown the gas.	Check that the flame sense electrode and the spark plate are correctly positioned. Check the flame sense connections. Check that the flue is correctly constructed. Abnormally strong downdrafts can cause flame instability therefore it is recommended that an appropriate flue cowl is used for windy areas. Improper gas pressures can also cause issues. Check the gas pressures.
1	2	—••	Room fan (circulation fan) pressure signal not detected.	Check the fan for dust build up and lint. Check that the room air fan is spinning. Check that the pressure tubes are connected correctly and not pinched or kinked. The black tube should run from the black side of the pressure switch to the bottom tapping on the fan venturi. The clear tube should go from the light side of the pressure switch and to the top tapping on the venturi. Make sure that the pressure switch wires are connected correctly. One wire should be to C (Common) and the other should be to NO (Normally Open). If it still doesn't work after checking the above, change the pressure switch.

TROUBLESHOOTING

Fault Codes Continued

Long	Short	Morse Code	Meaning	Action
3	1	— — —•	Room fan (circulation fan) pressure signal has been interrupted.	Check the fan for dust build up and lint. Check that the room air fan is spinning. Check that the pressure tubes are connected correctly and not pinched or kinked. The black tube should run from the black side of the pressure switch to the bottom tapping on the fan venturi. The clear tube should go from the light side of the pressure switch and to the top tapping on the venturi. Make sure that the pressure switch wires are connected correctly. One wire should be to C (Common) and the other should be to NO (Normally Open). If it still doesn't work after checking the above, change the pressure switch.
2	8	— —••••••••	Room fan (circulation fan) pressure switch has not switched within hte expected time.	Check the fan for dust build up and lint. Check that the room air fan is spinning. Check that the pressure tubes are connected correctly and not pinched or kinked. The black tube should run from the black side of the pressure switch to the bottom tapping on the fan venturi. The clear tube should go from the light side of the pressure switch and to the top tapping on the venturi. Make sure that the pressure switch wires are connected correctly. One wire should be to C (Common) and the other should be to NO (Normally Open). If it still doesn't work after checking the above, change the pressure switch..

Other Possible Faults

No gas to burner.	• The gas valve should open at the same time as the igniter sparks. If there is no gas to the burner when this occurs check the solenoid coils for continuity. • Check that the gas pressure is present at the test point when the spark is being generated. • Check that there is gas to the inlet of the gas control.
Fuse blowing.	• If the fuse continues to blow check the solenoid coils for a signs of them being shorted. • Check the fan and wiring for short circuit.

COPY RATING LABEL HERE

Don't Risk Your Appliance Warranty

Only a licensed person will give you a compliance certificate, showing that the work complies with all the relevant standards. And only a licensed person will have insurance protecting their workmanship for 6 years. So make sure you use a licensed person to install this appliance and ask for your compliance certificate to ensure the manufacturers appliance warranty will be honoured.

Date installed: .....

Compliance Certificate No: .....

Installed by: .....

IAPMO–R&T OCEANA™ GasMark

Gmk 10025
Gmk 10030
AS4553:2008

Part number:
F3841_A

Sampford IXL

For service to this appliance or spare parts contact the **CANNON** distributor:

Sampford IXL – Spare Parts
Phone: 1300 727 421
Fax: 1300 727 425
Email: aftersalesservice@sampfordixl.com.au